



# Breaking Down Barriers at the IRS – Meeting Customer Language Needs

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# MLI Live!

**“Talking Taxes in *Your* Language”**

***The Hottest New Talk Show in the IRS!***

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2003 IRS Nationwide Tax Forum



# **The Multilingual Initiative**

IRS' commitment to assist those taxpayers,  
who lack full command of the English language,  
meet their tax responsibilities.



# Today's Topics

**IRS Kiosks**  
**Spanish Helpline/Tele-Tax**  
**Over-the-Phone Interpreter Service**  
**Translated Documents**  
**Spanish Webpage**  
**Hispanic Education & Outreach**



# IRS Kiosks



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# **15 Kiosks Located in 6 States**

**Connecticut      New Jersey      New York**

**Michigan                  Ohio                  Texas**

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**English & Spanish (Nationwide)**

**Russian/Vietnamese/Korean (Queens Public  
Library)**



# **Over-the-Phone Interpreters**

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- Assistance in over 144 languages**
- In 419 Tax Assistance Centers**
- “I speak” card identifies language**



# Translated Products

More than 240 translated

**-tax forms**

**-publications**

**-brochures**

**-notices**

**-letters**

**-stuffers**



# Translated Products

- Limited supply at Tax Forum**
- Order by Phone (1-800-829-3676)**
- Download from [www.irs.gov](http://www.irs.gov)**
- Order by fax (703-368-9694)**





# **Habla Espanol?**

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## **Links for Help in Spanish**

- **Spanish Helpline - 1-800-829-1040**
- **Spanish Tele-Tax - 1-800-829-4477**
- **Spanish Webpage - accessible at [www.irs.gov](http://www.irs.gov)**



# Hispanic Education & Outreach

- Telemundo, Univision, local cable/radio
- Bilingual Tax Practitioner Seminars
- Hispanic Chamber of Commerce
- Hispanic Women's Group
- Business Professors (Community College)



# Hispanic Education & Outreach

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- Religious groups (e.g. Catholic Diocese)**
- National Council of LaRaza**
- Federal Deposit Insurance Corporation**
- National Credit Union Administration**
- Bank One**



# Hispanic Education & Outreach

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- Volunteer tax preparation service**
- Community days (e.g. Farm Worker Day)**
- Partner with other government agencies**
- News releases (e.g. El Mundo)**
- Translated Tax Tips**